DMDC/DEERS Support Office (DSO)

Presented by:

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Purpose

The DMDC/DEERS Support Office (DSO) provides the human interface between DoD beneficiaries, many government agencies, users of personnel and medical systems, and the Defense Enrollment Eligibility Reporting System (DEERS) database.

The objective of DSO is to provide exemplary customer service in resolving our beneficiaries' concerns on the first call, when possible, while preserving the

How Can We Help You?

DSO:

- Answers DEERS-related DoD eligibility, benefits, and entitlement questions
- Assists beneficiaries with manual updates or corrections to their DEERS records
- Informs Service members and beneficiaries of necessary updates to their DEERS records when contacted
- Assists beneficiaries with navigating DEERS-related DoD benefit programs involving other agencies (e.g., Medicare, Veterans Affairs)
- Updates contact information in DEERS quickly and easily
- Sends letters to beneficiaries notifying them of benefit changes

DSO by the Numbers

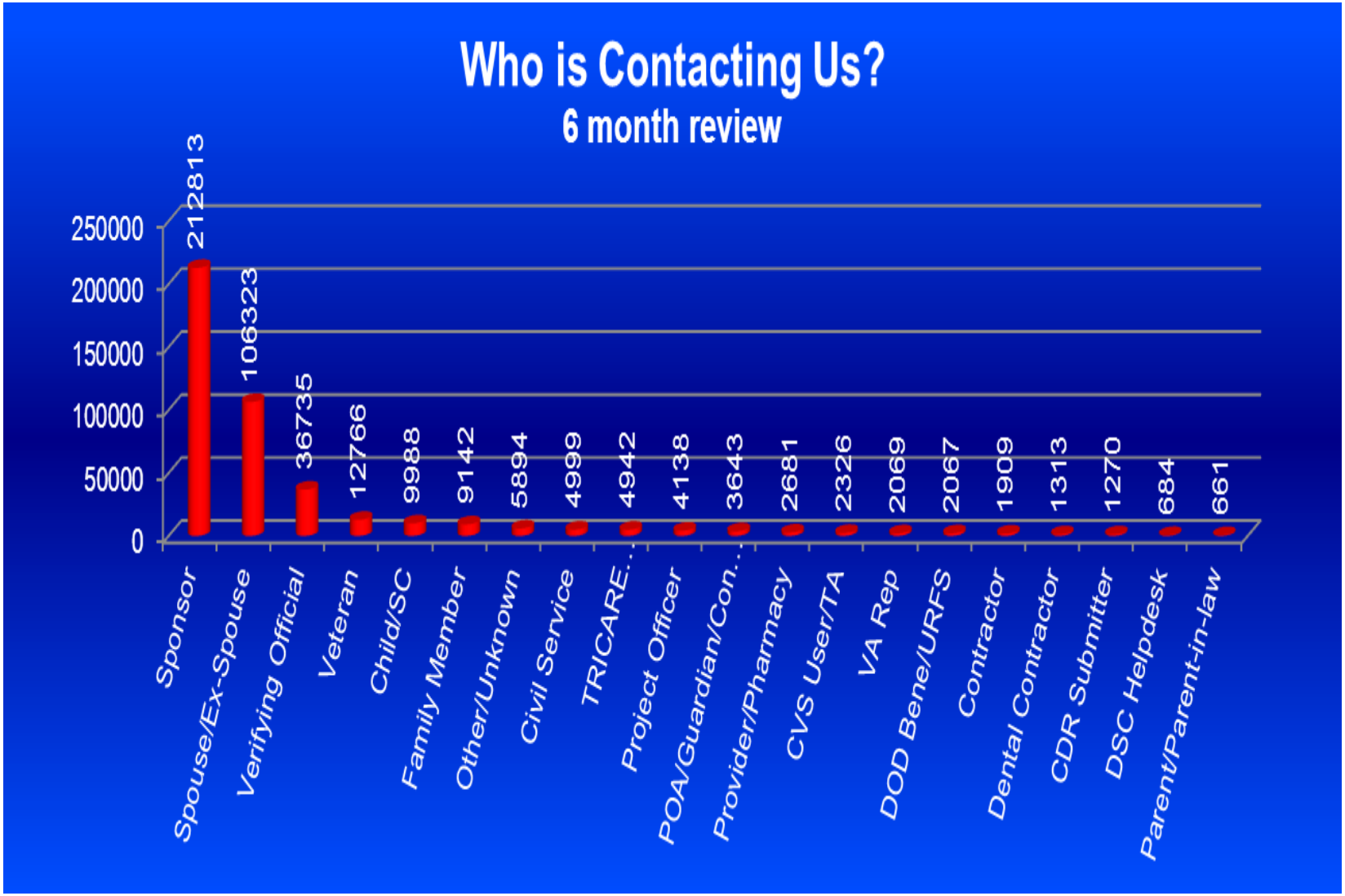
120 employees

80,000 calls per month

- 50,000 Beneficiary calls
- 25,000 24/7 Interactive Voice Recognition (IVR) calls
- 5,000 Field Support calls (VOs, SSMs)

6,710 cases closed per month

- 5,500 General Mail cases
- 1,000 Field Support faxes (VOs,
- 200 Customer Care cases
- 8-10 Congressional Inquiries


Who is Contacting Us?
6 month review
250000
200000
150000
100000
50000
0
212813
106323
36735
12766
9988
9142
5894
4999
4942
4138
3643
2681
2326
2069
2067
1909
1313
1270
684
661
Sponsor
Spouse/Ex-Spouse
Verifying Official
Veteran
Child/SC
Family Member
Other/Unknown
Civil Service
TRICARE...
Project Officer
POA/Guardian/Con...
Provider/Pharmacy
CVS User/TA
VA Rep
DOD Bene/URFS
Contractor
Dental Contractor
CDR Submitter
DSC Helpdesk
Parent/Parent-in-law

What types of issues impact DSO?

Over the years new legislation, changes in policy, and other significant events have had a direct affect on the number of cases received, including Congressional inquiries.

- TRICARE For Life (TFL; must purchase Medicare B to retain TRICARE)
- Unremarried Former Spouse legislation and subsequent statutory changes
- Centers for Medicare & Medicaid Services data reporting for beneficiaries under age 65
- Medicare Prescription Drug Program (Medicare Part D) automatic enrollments for lower income beneficiaries and those enrolled in Medicare Advantage plans
- Transfer of Post-9/11 GI Bill Educational Benefits (TEB)
- TRICARE Reserve Select (TRS) plan
- TRICARE Retired Reserve (TRS) plan
- Transitional Assistance Management Program (TAMP)
- SSN Reduction
- TRICARE Young Adult (TYA) plan

How Policy Changes Affect DMDC

- **New data reporting requirements need to be established**
- **New applications need to be developed or existing applications need to be modified**
- **Previously "benign" data elements now drive benefits**
  - Significance of data quality increases
  - Timeliness of reporting becomes significant

We appreciate your proactive notification of upcoming policy changes that may impact DSO!

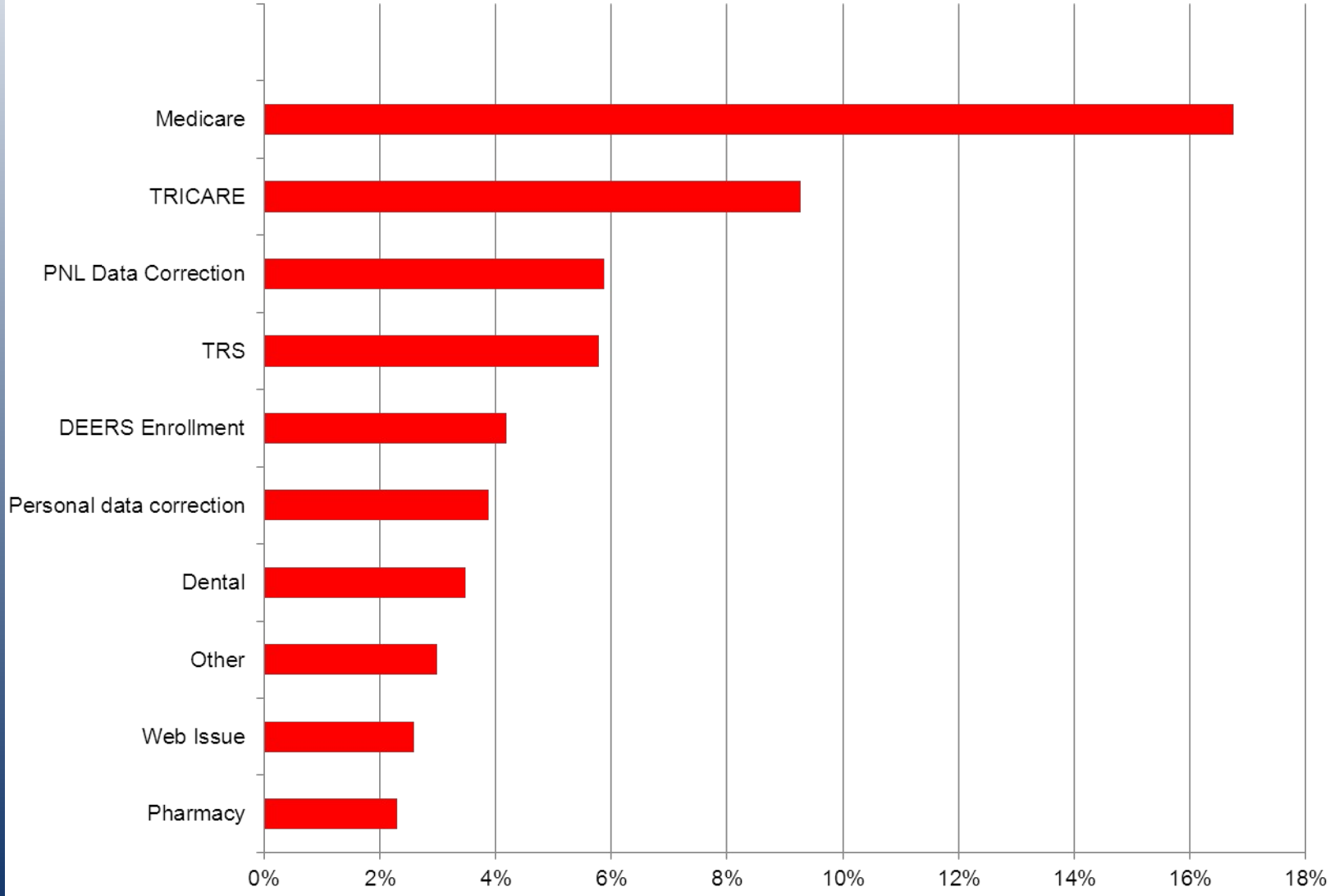
Customer Care

Established in May 2006, the Customer Care Team was created to assist beneficiaries with escalated concerns and/or issues that ultimately affect their DEERS record, benefits, and eligibility.

The Customer Care Team Member:

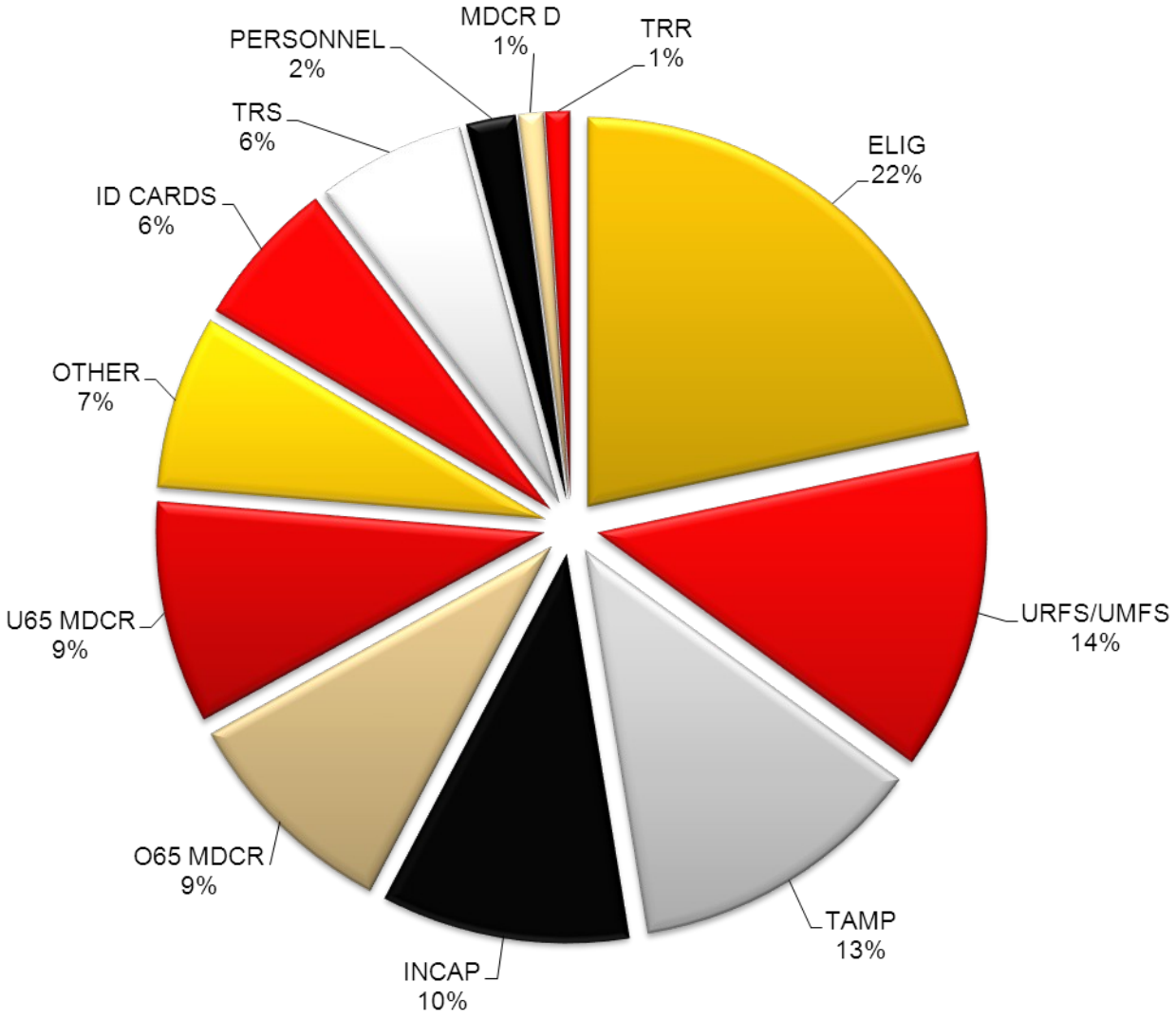
- Serves as the bridge between the beneficiary and other Government agencies involved in resolving the issue
- Is the single POC until the problem is resolved

Customer Care Case Types



Congressional Case Types

September 1, 2011 – August 31, 2012



How Can We Reduce Calls and Cases?

Knowledge is Power

- Utilize technology
- Better communication among agencies and internally
- Promote proactive initiatives to provide beneficiaries the information they need BEFORE they make decisions
- Provide user-friendly self-help tools

Trend Analysis

- Listen to customers
- Promote data quality
- Determine policy implications
- More automation to reduce errors